Commerce	
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First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	FCR Total
Commerce	Application Support	Derral Sorensen	0	0	1 0	1 0
		Karen Duncan	0	0 0	4	4
		Michele Orrell	0	0 0	3 0	3 0
		Mya Taaffe	0	1 0	0	1 0
		Assigned to Individual Total	0	1 0	8 1	9 1
	Capitol Desktop Support	Paul Ross	0	0 0	2 2	2 2
		Assigned to Individual Total	0	0 0	2 2	2 2
	Capitol Hosting	Joe Benson	0	0	1 0	1 0
		Assigned to Individual Total	0	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0	0 0	2 2	2 2
		Julie VanBeekum	0 0	1	24 24	25 25

			Critical	High	Low	FCR Total
Commerce	Help Desk	Vicky Marrelli	0	0 0	1	1 1
		Assigned to Individual Total	0	1	27 27	28 28
	Metro A Desktop Support	Mike Beynon	0	0 0	1	1 1
		Nancy Hachmeister	0	0 0	17 1	17 1
		Rodney Austin	0	0 0	18 8	18 8
		Assigned to Individual Total	0	0 0	36 10	36 10
	Metro A Help Desk	Ed Conrad	0	0	6 5	6 5
		Edward Fortner	0	0 0	3 2	3 2
		Liz Evans	0	0 0	20 2	20 2
		Assigned to Individual Total	0	0 0	29 9	29 9
	Metro A Hosting	Chris Kunde	2 0	0	0	2
		None	0	0 0	1 0	1
		Assigned to Individual Total	2 0	0 0	1 0	3
	Metro C Help Desk	Cindy Romrell	0	0	3 3	3

			Critical	High	Low	FCR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0	0 0	3	3
	Network Operations	Brian Chatwin	0	0	1 0	1 0
		Assigned to Individual Total	0	0	1 0	1
	Strategic Communications	Dennis Rogers	0	0	2 0	2
		Luis Larios	0	0	2 0	2
		Assigned to Individual Total	0	0	4 0	4 0
	Voice Operations	Gail Christiansen	0	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0	0	3	3
		Assigned to Individual Total	0	0 0	4 3	4 3
	Voice/Data/WAN Services	Greg Blessing	0	0 0	2 0	2
		Mark Thomas	0	0	1 0	1
		Mike Johnson	0	0	2 0	2
		Assigned to Individual Total	0	0	5 0	5 0
	Assigned Group Total		2	2	121 55	125 56

	Critical	High	Low	FCR Total
Customer Company Total	2	2	121	125
	0	1	55	56

ı	Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	MIR Total
Commerce	Application Support	Derral Sorensen	0 0	0	1 0	1 0
		Karen Duncan	0 0	0 0	4 2	4 2
		Michele Orrell	0 0	0 0	3 0	3 0
		Mya Taaffe	0	1 0	0 0	1 0
		Assigned to Individual Total	0	1 0	8 2	9 2
	Capitol Desktop Support	Paul Ross	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0	0 0	2 0	2 0
	Capitol Hosting	Joe Benson	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Help Desk	Brenda Treadway	0 0	0 0	2 0	2 0
		Julie VanBeekum	0	1 0	24 0	25 0

			Critical	High	Low	MIR Total
Commerce	Help Desk	Vicky Marrelli	0	0 0	1 0	1 0
		Assigned to Individual Total	0	1 0	27 0	28 0
	Metro A Desktop Support	Mike Beynon	0	0	1 0	1 0
		Nancy Hachmeister	0	0	17 0	17 0
		Rodney Austin	0	0	18 0	18 0
		Assigned to Individual Total	0	0	36 0	36 0
	Metro A Help Desk	Ed Conrad	0	0	6 0	6 0
		Edward Fortner	0	0	3 0	3 0
		Liz Evans	0	0	20 0	20 0
		Assigned to Individual Total	0	0	29 0	29 0
	Metro A Hosting	Chris Kunde	2 0	0	0	2 0
		None	0	0	1 0	1 0
		Assigned to Individual Total	2 0	0	1 0	3 0
	Metro C Help Desk	Cindy Romrell	0	0	3 0	3 0

			Critical	High	Low	MIR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0	0 0	3 0	3
	Network Operations	Brian Chatwin	0	0	1 0	1 0
		Assigned to Individual Total	0	0	1 0	1 0
	Strategic Communications	Dennis Rogers	0	0	2	2
		Luis Larios	0	0	2	2
		Assigned to Individual Total	0	0	4 0	4 0
	Voice Operations	Gail Christiansen	0	0	1 0	1 0
		Romanza Hamblin Sorensen	0	0 0	3 0	3 0
		Assigned to Individual Total	0	0 0	4 0	4 0
	Voice/Data/WAN Services	Greg Blessing	0	0	2	2
		Mark Thomas	0	0	1 0	1 0
		Mike Johnson	0	0	2	2
		Assigned to Individual Total	0	0	5 0	5 0
	Assigned Group Total		2 0	2 0	121 3	125 3

Commerce	
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	Critical	High	Low	MIR Total
Customer Company Total	2	2	121	125
	0	U	3	3

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	ATTIR Total
Commerce	Application Support	Derral Sorensen	0 0.00	0 0.00	1 0.20	1 0.20
		Karen Duncan	0 0.00	0 0.00	4 0.73	4 0.73
		Michele Orrell	0 0.00	0 0.00	3 0.14	3 0.14
		Mya Taaffe	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	8 0.44	9 0.39
	Capitol Desktop Support	Paul Ross	0 0.00	0 0.00	2 0.00	2 0.00
	Assigned to Individual Total	0 0.00	0 0.00	2 0.00	2 0.00	
	Capitol Hosting	Joe Benson	0 0.00	0 0.00	1 2.28	1 2.28
Help Desk	Assigned to Individual Total	0 0.00	0 0.00	1 2.28	1 2.28	
	Brenda Treadway	0 0.00	0 0.00	2 0.27	2 0.27	
		Julie VanBeekum	0 0.00	1 0.00	24 0.03	25 0.03

			Critical	High	Low	ATTIR Total
Commerce	Help Desk	Vicky Marrelli	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	27 0.05	28 0.05
	Metro A Desktop Support	Mike Beynon	0 0.00	0 0.00	1 0.01	1 0.01
		Nancy Hachmeister	0 0.00	0 0.00	17 0.14	17 0.14
		Rodney Austin	0 0.00	0 0.00	18 0.12	18 0.12
		Assigned to Individual Total	0 0.00	0 0.00	36 0.13	36 0.13
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	6 0.00	6 0.00
	Edward Fortner	0 0.00	0 0.00	3 0.00	3 0.00	
	Liz Evans	0 0.00	0 0.00	20 0.03	20 0.03	
		Assigned to Individual Total	0 0.00	0 0.00	29 0.02	29 0.02
	Metro A Hosting	Chris Kunde	2 0.00	0 0.00	0 0.00	2 0.00
		None	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	1 0.00	3 0.00
	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	3 0.00	3 0.00

			Critical	High	Low	ATTIR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0.00	0 0.00	3 0.00	3 0.00
	Network Operations	Brian Chatwin	0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0.00	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	2 0.25	2 0.25
		Luis Larios	0 0.00	0 0.00	2 0.28	2 0.28
		Assigned to Individual Total	0 0.00	0 0.00	4 0.26	4 0.26
Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.62	1 0.62	
		Romanza Hamblin Sorensen	0.00	0 0.00	3 0.23	3 0.23
		Assigned to Individual Total	0.00	0 0.00	4 0.32	4 0.32
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	2 0.18	2 0.18
		Mark Thomas	0.00	0 0.00	1 0.13	1 0.13
		Mike Johnson	0 0.00	0 0.00	2 0.29	2 0.29
		Assigned to Individual Total	0.00	0 0.00	5 0.21	5 0.21
	Assigned Group Total		2 0.00	2 0.00	121 0.13	125 0.13

As	of	9/4	/20	1
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Commerce	
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	Critical	High	Low	ATTIR Total
Customer Company Total	2	2	121	125
	0.00	0.00	0.13	0.13

Commerce		
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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

			Bottom Number	- IVIISSEU INESUI	ution	
Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	MR Total
Commerce	Application Support	Derral Sorensen	0	0	1	1
			0	0	0	0
		Karen Duncan	0	0	4	4
			0	0	0	0
		Michele Orrell	0	0	3	3
			0	0	1	1
		Mya Taaffe	0	1	0	1
			0	0	0	0
		Assigned to Individual	0	1	8	9
		Total	0	0	1	1
	Capitol Desktop Support	Paul Ross	0	0	2	2
			0	0	0	0
		Assigned to Individual	0	0	2	2
		Total	0	0	0	0
	Capitol Hosting	Joe Benson	0	0	1	1
			0	0	0	0
		Assigned to Individual	0	0	1	1
		Total	0	0	0	0
	Help Desk	Brenda Treadway	0	0	2	2
			0	0	0	0
		Julie VanBeekum	0	1	24	25
			0	0	0	0

			Critical	High	Low	MR Total
Commerce	Help Desk	Vicky Marrelli	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0	1 0	27 0	28 0
	Metro A Desktop Support	Mike Beynon	0	0	1 0	1 0
		Nancy Hachmeister	0	0	17 0	17 0
		Rodney Austin	0	0	18 0	18 0
		Assigned to Individual Total	0	0	36 0	36 0
	Metro A Help Desk	Ed Conrad	0	0	6 0	6 0
	Edward Fortner	0	0	3 0	3 0	
	Liz Evans	0	0	20 0	20 0	
	Assigned to Individual Total	0	0	29 0	29 0	
	Metro A Hosting	Chris Kunde	2 0	0	0	2 0
	None	0	0	1 0	1 0	
		Assigned to Individual Total	2 0	0	1 0	3 0
	Metro C Help Desk	Cindy Romrell	0	0	3 0	3 0

			Critical	High	Low	MR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0	0 0	3 0	3 0
	Network Operations	Brian Chatwin	0	0	1 0	1 0
		Assigned to Individual Total	0	0	1 0	1 0
	Strategic Communications	Dennis Rogers	0	0	2 0	2
		Luis Larios	0	0	2	2 1
		Assigned to Individual Total	0	0	4	4
Voice Operations	Gail Christiansen	0	0	1 0	1 0	
		Romanza Hamblin Sorensen	0	0	3 0	3 0
		Assigned to Individual Total	0	0	4 0	4 0
	Voice/Data/WAN Services	Greg Blessing	0	0	2 0	2 0
		Mark Thomas	0	0	1 0	1 0
		Mike Johnson	0	0	2 0	2 0
		Assigned to Individual Total	0	0	5 0	5 0
	Assigned Group Total		2	2 0	121 2	125 2

Commerce	
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	Critical	High	Low	MR Total
Customer Company Total	2	2	121	125
	0	0	2	2

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	ATTR Total
Commerce	Application Support	Derral Sorensen	0 0.00	0 0.00	1 2.03	1 2.03
		Karen Duncan	0 0.00	0 0.00	4 2.06	4 2.06
		Michele Orrell	0 0.00	0 0.00	3 29.23	3 29.23
		Mya Taaffe	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	8 12.25	9 12.25
	Capitol Desktop Support	Paul Ross	0 0.00	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.00	2 0.00
	Capitol Hosting	Joe Benson	0 0.00	0 0.00	1 2.45	1 2.45
		Assigned to Individual Total	0 0.00	0 0.00	1 2.45	1 2.45
	Help Desk	Brenda Treadway	0 0.00	0 0.00	2 0.29	2 0.29
		Julie VanBeekum	0 0.00	1 0.00	24 0.05	25 0.04

			Critical	High	Low	ATTR Total
Commerce	Help Desk	Vicky Marrelli	0.00	0 0.00	1 0.19	1 0.19
		Assigned to Individual Total	0 0.00	1 0.00	27 0.07	28 0.07
	Metro A Desktop Support	Mike Beynon	0 0.00	0 0.00	1 0.01	1 0.01
		Nancy Hachmeister	0 0.00	0 0.00	17 0.19	17 0.19
		Rodney Austin	0 0.00	0 0.00	18 0.56	18 0.56
		Assigned to Individual Total	0 0.00	0 0.00	36 0.37	36 0.37
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	6 0.10	6 0.10
		Edward Fortner	0 0.00	0 0.00	3 0.20	3 0.20
		Liz Evans	0 0.00	0 0.00	20 0.14	20 0.14
		Assigned to Individual Total	0.00	0 0.00	29 0.13	29 0.13
	Metro A Hosting	Chris Kunde	2 1.56	0 0.00	0 0.00	2 1.56
		None	0.00	0 0.00	1 0.54	1 0.54
		Assigned to Individual Total	2 1.56	0 0.00	1 0.54	3 1.22
	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	3 0.00	3 0.00

			Critical	High	Low	ATTR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0 0.00	0 0.00	3 0.00	3 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 1.07	1 1.07
		Assigned to Individual Total	0 0.00	0 0.00	1 1.07	1 1.07
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	2 4.43	2 4.43
		Luis Larios	0 0.00	0 0.00	2 4.98	2 4.98
		Assigned to Individual Total	0 0.00	0 0.00	4 4.70	4 4.70
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 1.69	1 1.69
		Romanza Hamblin Sorensen	0 0.00	0 0.00	3 0.49	3 0.49
		Assigned to Individual Total	0 0.00	0 0.00	4 0.79	4 0.79
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	2 0.44	2 0.44
		Mark Thomas	0 0.00	0 0.00	1 1.76	1 1.76
		Mike Johnson	0 0.00	0 0.00	2 0.78	2 0.78
		Assigned to Individual Total	0 0.00	0 0.00	5 0.84	5 0.84
	Assigned Group Total		2 1.56	2 0.00	121 1.40	125 1.39

As of 9/4/2012

	Critical	High	Low	ATTR Total
Customer Company Total	2	2	121	125
	1.56	0.00	1.40	1.39

Commerce		

Detail

INC000000534511	Vince Garcia	None	None	None		TIR Missed: N	lo 0.00
Network Ope	erations	Brian Chatwin	Commerce	Low	Closed	TTR Missed: N	lo 1.07
INC00000550359	Janeen Steer	Application	Error	License Enforce	ement System	TIR Missed: N	lo 0.37
Application S	Support	Michele Orrell	Commerce	Low	Closed	TTR Missed: Y	es 87.56
INC000000555455	John Crawford	Network	None	None		TIR Missed: N	lo 0.12
Metro A Des	ktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: N	lo 0.42
INC000000555596	John Crawford	Application	None	Novell GroupWi	ise	TIR Missed: N	lo 0.00
Metro A Des	ktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: N	lo 0.31
INC00000556358	Cyndy Nelson	Telecom	Call/Receive	None		TIR Missed: N	lo 0.37
Voice/Data/V	VAN Services	Mike Johnson	Commerce	Low	Closed	TTR Missed: N	lo 0.73
INC000000556391	David B Taylor	None	None	None		TIR Missed: N	lo 0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: N	lo 0.00
INC000000556524	Karen McMullin	Application	None	None		TIR Missed: N	lo 0.12
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: N	lo 0.33
INC00000556734	Danny Martinez	Telecom	Dial Tone	Telephone		TIR Missed: N	lo 0.21
Voice/Data/V	VAN Services	Mike Johnson	Commerce	Low	Closed	TTR Missed: N	lo 0.83
INC00000556768	Ao Pauga	Application	Error	M86		TIR Missed: N	lo 0.00
Help Desk		Vicky Marrelli	Commerce	Low	Closed	TTR Missed: N	lo 0.19
INC00000557066	Carolyn Dennis	None	None	None		TIR Missed: N	lo 0.01
Metro A Des	ktop Support	Mike Beynon	Commerce	Low	Closed	TTR Missed: N	lo 0.01
INC000000557240	Yvonne King	None	None	None		TIR Missed: N	lo 0.43
Metro A Help	Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: N	lo 0.43
INC000000557472	Maxine McBurnett	Network	Password	None		TIR Missed: N	lo 0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: N	lo 0.00
INC000000557486	Maxine McBurnett	Application	Password	Utah Master Dir	ectory	TIR Missed: N	lo 0.40
Help Desk		Brenda Treadway	Commerce	Low	Closed	TTR Missed: N	lo 0.40
INC00000557539	Carolyn Dennis	Network	Password	Novell Client for	32-bit Window	s TIR Missed: N	lo 0.00
Metro A Help	Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: N	lo 0.00
INC000000557644	Tanja Salazar	None	None	None		TIR Missed: N	lo 0.05
Metro A Des	ktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: N	lo 0.07
INC000000557768	Tanja Salazar	EIS Hardware	None	None		TIR Missed: N	lo 0.19
Strategic Co	mmunications	Luis Larios	Commerce	Low	Closed	TTR Missed: Y	es 6.29

As of 9/4/2012

INC000000558198	Daniel Rodriguez	None	None	None		TIR Missed:	No	0.00
Capitol Des	ktop Support	Paul Ross	Commerce	Low	Closed	TTR Missed:	No	
INC000000558722	Carla Westbroek	Application	None	License Enforcem	ent System	TIR Missed:	No	0.66
Application	Support	Karen Duncan	Commerce	Low	Closed	TTR Missed:	No	5.66
INC000000558806	Daniel Rodriguez	None	None	None		TIR Missed:	No	0.00
Capitol Des	ktop Support	Paul Ross	Commerce	Low	Closed	TTR Missed:	No	0.00
INC000000558911	Yvonne King	Application	None	None		TIR Missed:	No	0.06
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	0.06
INC00000558968	John Crawford	Application	None	Novell Messenger		TIR Missed:	No	0.03
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed:	No	0.03
INC00000559003	Matthew R Johnson	Application	Error	License Enforcem	ent System	TIR Missed:	Yes	1.09
Application	Support	Karen Duncan	Commerce	Low	Closed	TTR Missed:	No	1.09
INC00000559287	Susan Higgs	Network	Performance	None		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	0.00
INC000000559549	Allyn Stutsman	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed:	No	0.16
INC000000560181	John Crawford	Network	Performance	None		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	0.00
INC000000560259	Ao Pauga	Application	None	Adobe Flash		TIR Missed:	No	0.43
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed:	No	0.68
INC00000560390	Marvin Sims	None	None	None		TIR Missed:	Yes	2.28
Capitol Hos	ting	Joe Benson	Commerce	Low	Closed	TTR Missed:	No	2.45
INC00000560705	Michael Palumbo	None	None	None		TIR Missed:	No	0.05
Metro A Hel	p Desk	Liz Evans	Commerce	Low	Closed	TTR Missed:	No	0.14
INC00000560889	John Crawford	Network	Performance	None		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	0.00
INC00000561368	Jody Colvin	Telecom	None	Telephone		TIR Missed:	No	0.22
Voice Opera	ations	Romanza Hamblin Sorense	n Commerce	Low	Closed	TTR Missed:	No	0.45
INC000000561384	Carla Westbroek	Application	Error	License Enforcem	ent System	TIR Missed:	No	0.56
Metro A Des	sktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	1.51
INC00000561407	John Crawford	Application	None	Novell GroupWise	:	TIR Missed:	No	0.21
Metro A Des	sktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.21
INC000000561766	Kimberley Lesh	None	None	None		TIR Missed:	No	0.00
Metro A Hel	p Desk	Liz Evans	Commerce	Low	Closed	TTR Missed:	No	0.00

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INC000000562002 Sally Canavan	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.05
INC00000562008 David B Taylor	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000562086 Cyndy Nelson	Application	None	None	TIR Missed: No	0.33
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.36
INC000000562093 Cyndy Nelson	Application	None	Microsoft Word	TIR Missed: No	0.28
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.31
INC00000562208 Jeanine Rudd	PC/Laptop	Performance	None	TIR Missed: No	0.22
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.25
INC000000562264 Jeanine Rudd	Application	Error	License Enforcement System	TIR Missed: Yes	1.17
Application Support	Karen Duncan	Commerce	Low Closed	TTR Missed: No	1.17
INC000000562408 Mary Ester Allers	Application	None	Microsoft Word	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000562802 Louise McMillian	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Commerce	Low Closed	TTR Missed: No	0.00
INC000000562838 Jeanine Rudd	Network	Password	Novell Client for 32-bit Window	s TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.00
INC000000562841 Elisa Campbell	Network	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000562977 Alice Hatfield	Application	None	Gmail	TIR Missed: No	0.10
Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	1.05
INC000000563273 Mary Price	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low Closed	TTR Missed: No	0.49
INC000000563455 Louise McMillian	Network	Error	Novell Client for 32-bit Window	s TIR Missed: No	0.00
Metro A Hosting	Chris Kunde	Commerce	Critical Closed	TTR Missed: No	0.00
INC000000563455 Louise McMillian	Network	Error	Novell Client for 32-bit Window	s TIR Missed: No	0.00
Metro A Hosting	Chris Kunde	Commerce	Critical Closed	TTR Missed: No	3.11
INC000000563458 Lauree Larson	Network	Error	Novell Client for 32-bit Window	s TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	0.00
INC00000563463 Nadene Adams	Network	Error	Novell Client for 32-bit Window	s TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	
INC00000563469 Brenda Salter	Network	Error	Novell Client for 32-bit Window	s TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	

INC00000563472	Cheryl Murray	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Ed Conrad	Commerce	Low Closed	TTR Missed:	No	0.02
INC000000563477	Renda Christensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563478	Robyn Barkdull	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563482	Travis Scott	Application	None	None	TIR Missed:	No	0.00
Metro C He	lp Desk	Cindy Romrell	Commerce	Low Closed	TTR Missed:	No	0.00
INC000000563484	David Thomson	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC00000563490	Mary Ester Allers	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563499	Karen Schulte	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Ho	sting	None	Commerce	Low Closed	TTR Missed:	No	0.54
INC000000563515	Mary Price	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563518	Sally Canavan	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563522	Jackie Betts	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563524	Carol Swensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563531	Karen Wicker	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563574	Yvonne King	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Edward Fortner	Commerce	Low Closed	TTR Missed:	No	
INC00000563579	Jim Bolton	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563581	Danny Martinez	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A He	lp Desk	Liz Evans	Commerce	Low Closed	TTR Missed:	No	
INC000000563627	Lynne Anthony	Application	Password	Novell GroupWise	TIR Missed:	No	0.00
Help Desk	-	Julie VanBeekum	Commerce	Low Closed	TTR Missed:	No	0.00
INC00000563647	Leah Lindstrom	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low Closed	TTR Missed:		0.00

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INC00000563713	Lynn Hooper	PC/Laptop	Performance	None		TIR Missed:	No	0.02
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.02
INC00000563749	Shirlene Kimball	Network	Performance	Novell eDirectory		TIR Missed:	No	0.02
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.69
INC00000563783	Jennie Jonsson	Network	Incident	None		TIR Missed:	No	0.17
Metro A He	elp Desk	Liz Evans	Commerce	Low	Closed	TTR Missed:	No	0.21
INC00000563831	Sally Canavan	Application	None	License Enforcem	ent System	TIR Missed:	No	0.00
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.72
INC00000563929	Allyn Stutsman	None	None	None		TIR Missed:	No	0.00
Metro A He	elp Desk	Edward Fortner	Commerce	Low	Closed	TTR Missed:	No	0.39
INC00000564000	Robyn Barkdull	Application	None	Microsoft Publishe	er	TIR Missed:	No	0.34
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.34
INC000000564045	Jennica Robison	None	None	None		TIR Missed:	No	0.00
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.22
INC000000564058	Jim Grant	None	None	None		TIR Missed:	No	0.00
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.60
INC000000564207	Kathy Berg	None	None	None		TIR Missed:	No	0.00
Application	n Support	Mya Taaffe	Commerce	High	Resolved	TTR Missed:	No	
INC000000564375	Kimberley Lesh	Application	None	Novell GroupWise	!	TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	0.00
INC000000564385	Julie Price	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.36
Voice Ope	rations	Romanza Hamblin Sorensen	Commerce	Low	Closed	TTR Missed:	No	0.36
INC00000564388	Darlene Congrove	Application	None	State Payroll Time	Entry System	TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	
INC000000564470	Julie Price	Application	Error	Microsoft Office		TIR Missed:	No	0.00
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed:	No	1.23
INC00000564597	Glen Minson	PC/Laptop	Hardware	None		TIR Missed:	No	0.40
Metro A De	esktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed:	No	0.95
		Network	Incident	Novell eDirectory		TIR Missed:	No	0.00
INC000000564841	Janeen Steer	TACTIVOTA						
		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	0.00
INC000000564841			Commerce None	Low Microsoft Office	Closed	TTR Missed:		0.00
INC000000564841 Help Desk INC000000565308		Julie VanBeekum		-	Closed		No	
INC000000564841 Help Desk INC000000565308	Jimmy Betham	Julie VanBeekum Application	None	Microsoft Office		TIR Missed: TTR Missed:	No	0.08

As of 9/4/2012

INC000000565595	Travis Scott	Network	 Password	None		TIR Missed:	No	0.00
Metro C Hel		Cindy Romrell	Commerce	Low	Resolved	TTR Missed:		0.00
INC000000565694	John Crawford	Application	Password	None		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000565745	Tim Davis	EIS Hardware	Printer	None		TIR Missed:	No	0.22
Strategic Co	ommunications	Dennis Rogers	Commerce	Low	Resolved	TTR Missed:	No	4.33
INC000000565753	Michael Palumbo	Network	Performance	Novell eDirectory		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000565813	April Ellis	Application	None	Utah Master Direct	tory	TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000565916	Lauree Larson	Network	Error	Novell eDirectory		TIR Missed:	No	0.10
Metro A Des	sktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed:	No	0.10
INC000000566254	Travis Scott	Network	Password	Novell Client for 32	2-bit Windows	TIR Missed:	No	0.00
Metro C Hel	lp Desk	Cindy Romrell	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC00000566278	Jeff Draper	Network	Password	Novell Client for 32	2-bit Windows	TIR Missed:	No	0.00
Metro A Hel	p Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC00000566378	John Crawford	Application	None	Novell GroupWise		TIR Missed:	No	0.10
Metro A Des	sktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed:	No	0.29
INC000000566648	Paul M Anderson	Network	Performance	Novell eDirectory		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC00000566897	Daniel L. Briggs	Telecom	None	Telephone		TIR Missed:	No	0.10
Voice Opera	ations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed:	No	0.67
INC00000566979	Jody Colvin	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.25
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.25
INC00000566980	David Furlong	None	None	None		TIR Missed:	No	0.00
Metro A Des	sktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed:	No	0.03
INC000000567558	Lynn Hooper	PC/Laptop	Virus	None		TIR Missed:	No	0.12
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed:	No	0.14
INC000000567734	Jody Colvin	Telecom	Hardware	Telephone		TIR Missed:	No	0.29
Voice/Data/	WAN Services	Greg Blessing	Commerce	Low	Resolved	TTR Missed:	No	0.68
INC000000567856	Thad LeVar	Network	Performance	Novell eDirectory		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	High	Resolved	TTR Missed:	No	0.00
INC000000567872	Erika Tedder	PC/Laptop	Error	Microsoft Windows	s 7	TIR Missed:	No	0.00
	sktop Support	Nancy Hachmeister					No	0.14

As of 9/4/2012

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INC000000567967	Lynn Hanson	Telecom	Hardware	Telephone		TIR Missed:	No	0.08
Voice/Data/	WAN Services	Greg Blessing	Commerce	Low	Resolved	TTR Missed:	No	0.19
INC000000568607	Tim Davis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	0.31
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.35
INC000000568743	Tim Davis	EIS Hardware	None	None		TIR Missed:	No	0.27
Strategic Co	ommunications	Dennis Rogers	Commerce	Low	Resolved	TTR Missed:	No	4.52
INC000000568795	Stephen Duncombe	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.62
Voice Opera	ations	Gail Christiansen	Commerce	Low	Resolved	TTR Missed:	No	1.69
INC000000569024	Connie Call	EIS Hardware	None	None		TIR Missed:	No	0.36
Strategic Co	ommunications	Luis Larios	Commerce	Low	Resolved	TTR Missed:	No	3.66
INC000000569084	Dan S Jones	Network	Password	Novell eDirectory		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000569472	Carolyn Dennis	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.00
Metro A Hel	lp Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed:	No	0.07
INC000000569521	Julie Price	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.14
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed:	No	0.17
INC000000569557	Katherine Graham	Application	Reporting	None		TIR Missed:	No	0.20
Application	Support	Derral Sorensen	Commerce	Low	Resolved	TTR Missed:	No	2.03
INC000000569628	Julie Price	PC/Laptop	None	None		TIR Missed:	No	0.02
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed:	No	0.03
INC000000569749	Debra Troxel	Application	None	PGP		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	
INC000000570220	Masuda Medcalf	PC/Laptop	None	None		TIR Missed:	No	0.05
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed:	No	0.07
INC000000570257	Joyce McStotts	Application	Password	None		TIR Missed:	No	0.05
Application	Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed:	No	0.13
INC000000570468	Erle Clair Oman	Network	Performance	Novell eDirectory		TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.04
INC000000570490	Van Kagie	Application	Password	Utah Master Direct	tory	TIR Missed:	No	0.14
Help Desk		Brenda Treadway	Commerce	Low	Resolved	TTR Missed:	No	0.19
INC000000570897	Carolyn Dennis	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro A Des	sktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed:	No	0.02
	Katherine Graham	Network	Password	Novell Client for 32	2 hit Window	e TID Miccod:	No	0.00
INC000000570958	Natherine Granam	INCLINOIR	i asswora	NOVELL CHELL OF 32	2-DIL VVIIIGOW	S THE MISSEU.	NO	0.00

As of 9/4/2012

INC000000571113	Shirlene Kimball	PC/Laptop	Performance	None		TIR Missed: No	0.07
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.08
INC00000571128	Craig Livingston	PC/Laptop	None	None		TIR Missed: No	0.14
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.16
INC00000571393	Jody Colvin	Telecom	None	None		TIR Missed: No	0.13
Voice/Data/WAN Services		Mark Thomas	Commerce	Low	Resolved	TTR Missed: No	1.76
INC00000571600	Jana Starks	None	None	None		TIR Missed: No	0.00
Application Support		Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.00
INC00000571654	Toni Heldman	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000571856	Louise McMillian	Application	None	None		TIR Missed: No	0.00
Application Support		Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	0.31
INC00000571948	Jennica Robison	Network	Performance	Novell eDirectory		TIR Missed: No	0.49
Metro A Desktop Support		Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.51